

Welcome to your new home

A guide for new tenants

FEB 2019

WELCOME























Introducing your new tenancy

Welcome to your new home with Islington Council. We hope that you will settle in soon and enjoy being part of our community. Our vision is to provide a safe home where our residents can thrive and live well.

This guide provides you with useful information, links and contacts. We would also recommend checking our website for any additional or specialist information that is not covered in this guide.

For full details about the terms and conditions of your **tenancy**, please refer to your **Conditions of Tenancy** guide at the end of this document.























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Paying your rent























Paying your rent

Your rent should be paid in advance weekly by Monday at the latest. If you want or need to change this to fortnightly or once a month, this must be agreed with your housing office.

The rent collected by Islington Council provides safe, well maintained homes along with good quality estates and services. If we are unable to effectively collect rent payments, it impacts on our ability to do this.

Our aim in the Income Recovery team is to provide additional support you may need in order to pay your rent, from general money management, benefit and debt advice and helping make your money go further.

It is important that your rent is paid on time so that you don't get into arrears. If you have any problems paying your rent, please contact the Income Recovery Team on **020 7527 2000**. A member of the team will be able to provide you with relevant support, advice and assistance.



Paying by Direct Debit

Direct debit is easiest, quickest and safest way to pay your rent. If you decide not to pay by direct debit, please make sure you pay your council tax a few days before each due date to avoid reminders.

Make a payment online

If you would like to make a rent payment online but do not have a My eAccount, please visit

www.islington.gov.uk/online-payments and click on the 'Pay housing rent' link. You will need your nine digit rent account number, which starts an 0 or 1. You can pay your council bills with any Visa, Mastercard, Switch or Solo credit or debit card.

Other ways you can pay your rent



By phone

You can make credit and debit card payments by phone. Simply call our 24-hour automated service on **020 7527 8000**. When you call please have your council tax account number and bank card to hand.

At the Post Office or local shop

You can pay by cash, cheque or debit card in any Post Office or shop that displays the Paypoint or Payzone symbols. You should have your rent payment card with you.

The barcode on your council tax bill can also be used to make a payment. Just hand it to the counter assistant with your payment to obtain a receipt.

Visit www.payzone.co.uk or www.paypoint to find a shop near you.

My eAccount

Registering for an eAccount is quick and easy. Once you have registered online you can make payments, view your bills, check your benefits, report any changes in your details or applying for services, such as parking.

Visit www.islington.gov.uk/myeaccount to register and find out more.

















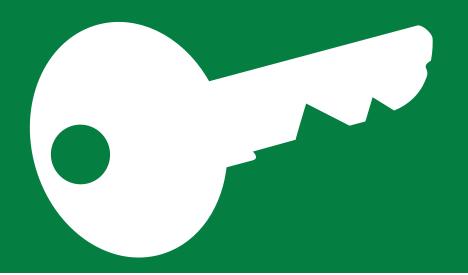








Your tenancy essentials























Your tenancy essentials

Your local area housing office

Your area housing office deals with rent and tenancy enquiries, your estate environment (including cleaning and communal repairs), anti-social behaviour and estate parking.

More details can be found here

About your tenancy

If this is your first council home, you have a year's trial tenancy called an 'introductory tenancy'. If you don't breach the conditions of your tenancy you will become a 'secure' tenant with more rights.

Your rights and responsibilities as a secure tenant or introductory tenant are set out in your **Conditions of Tenancy**.

Ending your tenancy

To end your tenancy, you must:

- give four weeks' written notice
- pay all outstanding rent
- leave the property in a good condition and clearing it of all possessions

For more information visit **Ending a council tenancy**.

Right to Buy

If you have been in your council home for three years or more and are a secure tenant you may be able to apply to buy your council home with a Right to Buy discount. For more information visit **Right to Buy**.

Changes we need to know about

You need to tell us:

- If there are any changes in your household for example if you have children or you a partner moves in or out.
 Please contact your area housing office
- If you are going to be away for more than 30 days. You
 must seek the council's permission not to live in the
 property for longer than three months.
 Please contact your area housing office
- If you want to get a pet you may need permission, please contact your area housing office.
 Click here for more information

Lodgers and subletting

As a secure tenant you may have the right to:

 take in a lodger at a reasonable cost. You may not rent out the whole of the property.
 Please contact your area housing office to apply.

Assignment

Assignment is the legal term used when a tenant passes on their secure tenancy to another eligible person or "assignee". You can assign your tenancy to someone else under limited circumstances. This can only take place with the council's permission.

Find out more about assigning a tenancy



To find out more on how we use and share your data see our **website**.





















Benefits and job support





















Benefits and job support

If you have a low income, you may be eligible for help to pay your rent and council tax. You do not need to be out of work or receiving income support to get help.

To get help to pay your rent and council tax our Income Maximisation team will be able to advise you. Contact by phone **020 7527 4990** or **0800 731 8081**. Alternatively, you can email them at

Claimit@islington.gov.uk

If you are already receiving Housing Benefit and there has been a change in your information the law requires you to notify us. This needs to be done within one month of the change and can easily be reported by:

- logging into your My eAccount
- calling 020 7527 4990
- emailing benefits.service@islington.gov.uk
- visiting the Islington Customer Centre at 222 Upper Street: Monday – Friday, 9am-5pm

For further information, help and advice about these benefits, please call **020 7527 4990**.

Universal Credit

Universal Credit will be introduced in Islington in late June 2018 and will replace Income Based Jobseekers Allowance, Income Related Employment and Support Allowance, Income Support, Child Tax Credits, Working Tax Credits and Housing Benefit. Click **here** for more details.

Bedroom Tax

Since the introduction of the under occupancy charge, tenants of working age may have their Housing Benefit or Universal Credit cut by between 14 – 25%, you may be eligible for a Discretionary Housing Payment to assist you depending on your circumstances. Click **here** for more details.

Benefit cap

There is a limit on the total amount of benefit most people aged 16 to 64 can get, the amount your household gets from benefits might go down to make sure you don't get more than the cap limit. Click **here** for more details.

Residents Support Scheme

This is a fund that can help if you are facing extreme hardship, but it does not come in the form of cash payments. Click **here** for more details.

Employment support

Our iWork team, based at the Customer Centre at 222 Upper Street, can help with finding work. Call them on **020 7527 2706** or email them at **iwork@islington.gov.uk**. You can find out more on our **website**.





















Taking care of your home: our responsibilities and yours



















Taking care of your home: our responsibilities and yours

Things you are responsible for as our tenant

It is your responsibility to look after the inside of your home including: your internal doors, fittings, fixtures, decorations and finishes. Alterations to your home can't be made until you have a secure tenancy – if and when you become a secure tenant, you will then need to apply for permission to make alterations. You will also be responsible for keeping alterations you make in good repair.

Find out what types of repair you are responsible for here

To report or find out about our repair service, visit our **website**.

Insuring the contents of your home

The council does **not** insure your possessions and strongly recommends that **you** take out home contents insurance.

This helps to protect your personal belongings in case of fire, theft, flood or vandalism.

We offer a low cost insurance scheme through Aviva which is available to Islington Council tenants and right-to-buy leaseholders.

Find out how to apply

Things we are responsible for as your landlord

Gas and electricity supply

All Islington Council tenants automatically receive their gas and electricity supply from Angelic Energy. When you move into your new home your supply will already be connected for you.

Angelic Energy is a not-for-profit energy provider that offers low cost energy and great customer service. **Visit the Angelic Energy website** for more information. You can also find advice on how to save energy in your home on our **website**.

You change your energy supplier at any time.

Water supply

Please familiarise yourself with where the cold water valves (stopcock) are in your home so you can turn off the water if a leak or fault develops. Read our **factsheet** on the water supply to your home.



















Home safety

Fire safety

Most fires in the home are caused by accidents.

Smoking, leaving cooking unattended, using candles, storing large amounts combustible material, using faulty electrical appliances (such as dishwashers left on overnight) or overloading electrical sockets are all common causes.

It's important to know how to reduce the risk of a fire to keep yourself, your family and your property safe. Please make sure you are familiar with the evacuation procedure for your building in case of fire. For more information on fire safety, visit our **website** or for any general enquiries, concerns and/or requests for advice please email **Firesafety@islington.gov.uk**

You can also visit the London Fire Brigade website for practical guidance on fire safety and to arrange a personal visit if you wish.

Gas safety

Making sure your gas appliances are working safely is important for everyone's safety. By law, Islington Council must visit you and carry out a gas safety check at least once a year.

You are obliged to give access for gas safety checks which are free of charge and could save you money on your gas bill.

What to do if you smell gas

Call the free 24 hour Gas Emergency Services hotline on **0800 111 999**.

Windows and balconies

In order to reduce the risk of accidents from falls, the windows in your new home will be fitted with restrictors to prevent them from opening fully.

For more information on keeping you and your family safe please visit our **website**. If you have any concerns contact Housing Direct or your **area housing office**.

Asbestos

Asbestos can be found in many of the commonly materials used to build residential and industrial buildings, before 2000. Asbestos Insulating Board (AIB) was often used for ceiling tiles, panels below windows and partition walls.

In good condition, asbestos-containing materials do not pose a risk to your health. Please ensure that anything you think may contain asbestos remains in good condition.

Islington Council, unless repair works are required, is not legally required to survey nor remove asbestos within your property. However, if you are concerned about damage to something in your home that could contain asbestos, please get in touch so that we can arrange to check it.

Removal of asbestos materials is usually carried out as the last resort. If you have any concerns please contact housing direct on **0800 694 3344** or **visit the asbestos page on our website**.

You can find more details on asbestos and where it can be found on the **Health and Safety Executive website**.



















Helping you to settle in





















Helping you to settle in

As a new tenant you have a number of special offers available to you, to help you decorate your home.

Johnstone's decorating scheme

When you go to sign your new tenancy agreement, you'll be offered a decorating pack. Each pack contains high quality paint and decorating products.

New carpet scheme

You can request to have carpet installed when you sign up for your new home and then spread the cost with low interest/no interest weekly payments (tbc), so if you're thinking about having carpet in your living room, bedroom(s) and/ or hallway - let your Tenancy Adviser know when you go to sign your tenancy agreement, samples will be available.

You have four weeks after you move in - up until your first home visit. You won't be able to apply for new carpet after this visit.

The weekly cost will vary depending on the number of bedrooms in your property. You don't need to have carpet installed in each. Please speak to your Tenancy Adviser for more information.

Bright Sparks: pre-loved furniture and devices

If you like a bargain, you'll like Bright Sparks. They clean, test and repair unwanted pre-loved items including furniture, small electrical items, bric-a-brac and crockery before selling them on. So they are good for the planet too!

If you're receiving help through the Resident Support Scheme, you may be eligible for further discounts from Bright Sparks. Please speak with Tenancy Adviser, as referral is needed.

Have any items you don't want to keep or move into your new home? They will also take in any unwanted items you may have when you move.

Find out more about **Bright Sparks**.

Handypersons scheme

Islington's handypersons' scheme provides help with small repairs around the home and you can use this service throughout your tenancy. They sort out things that the council's repair service would not normally cover, such as fixing loose sockets, fitting shelves and door and window locks.

The service is for older residents and those with a disability. Carers in receipt of Carer's Allowance or Direct Payments can also use the service. You do not need to live in a council property to be eligible. The service does not cover repairs that are the responsibility of a landlord. There is also a charge for the service based on your household income.

Find out more by visiting the **handypersons scheme webpage**.





















Caring for your community























Caring for your community

We're focused on making Islington a place where you have a good quality of life. As a member of our community please help us by looking out for – and being considerate towards - your neighbours and your environment.

Keeping your communal areas clean and tidy

The council provides caretaking and cleaning services to the communal areas and blocks that it owns and manages. As a tenant you are responsible for the area directly outside your home. Please help us to keep it clear and tidy. Any items left there will be removed without notice as they are a potential safety hazard.

Reporting problems online

With the Clean Islington app, you can report issues - from overflowing bins to graffiti - in a matter of minutes. Your report comes straight through to us in four easy steps and we will keep you informed of its progress:

- 1) Find your location (which is detected for you automatically)
- 2) Take a photo of the problem
- 3) Select a category and add any other relevant information.
- 4) Submit leave the rest to us!

The Clean Islington app is free and available to download from the App Store, Google Play and the Windows Store. For more information visit www.islington.gov.uk/recycling-and-rubbish

Recycling and rubbish

Please make sure you separate out your recyclng from your household rubbish and place it in the correct bins. Do not use black refuse bags for your recycling or put rubbish in the recycling bins. It means we have to send all the contents of the recycling bin to landfill which will cost us more. If you have a communal food waste recycling point, please only use it for food waste and do not use plastic bags as they cannot be composted. **Find out your collection times**.

To find out what you can and cannot recycle in Islington, please visit www.islington.gov.uk/recycling

Thank you for recycling.

Disposing of large items

You need to arrange for large items such as furniture and cookers to be collected – or take them to our Reuse and Recycling Centre yourself. Fly tipping is illegal and antisocial. Do not dump rubbish in any shared areas of the estate.

We can collect most household items that are too big for your bin at a discounted rate. See our **furniture and bulky waste webpage** for more information.

Sensible storage in garages

We have garages available to rent for either vehicles or personal items (we do not allow flammable or perishable items to be stored in garages).

We prioritise applications from people living on the estate and always give higher priority to disabed parking Blue Badge holders.

Please visit the **Garage storage** and **costs** pages on our website for further details.



















Estate community centres

The council is responsible for over 40 community centres across the borough and there is a range of local events and activities for local residents to get involved in throughout the year.

Visit the **community centre webpage** on our website and find out what events are on in your local community. You can also see event and activity listings on the **Islington Directory**.

Anti-social behaviour (ASB)

We want you to feel safe in your property and around your estate. We have a dedicated ASB team connected to each Area Housing Office to help deal with any problems.

Noise is the most common type of ASB reported and is mainly caused by neighbours having parties, DIY, dogs barking, stomping or jumping on the floor. Reports of loud music from commercial properties, burglar and car alarms and noise from construction sites are also common.

If you feel comfortable the quickest way to resolve it is often to speak to the person responsible. If you can't do this for any reason, and the noise is impacting your quality of life, let the council know.

In situations where the issues are more complex we will look to work in partnership with others, such as neighbouring social landlords, the police and council teams to develop action plans and find a solution. If you report an issue we will do our best to help you and will encourage your neighbours to improve their behaviour.

We will look to provide access to support services to all reporters, similarly we will seek to identify and provide interventions and access to support programmes to those acting anti-socially to encourage them to change their behaviour.

We use legal action as a last resort but where the antisocial behaviour is so serious that is necessary, we will take legal action to stop the behaviour.

Visit our **ASB page** for details on our policy, how to report ASB including contacting the team outside of office hours. We are also signed up to the Respect Charter for Housing, meaning we have promised to adhere to certain standards for handling ASB. For more on Respect visit the **Chartered Institute of Housing's website**.

Report ASB **Online** or by calling the ASB reporting line on **020 7527 7272**.

Domestic abuse and support

Everyone has a right to feel safe in their home. However, Domestic abuse affects around 1 in 4 women and 1 in 6 men. It can happen between adults who are or have been intimate partners or family members regardless of gender or sexual orientation. This includes forced marriage, female genital mutilation and so called 'honour crimes'.

All the following are examples:

- Physical abuse such as slapping, pushing, kicking, punching and stabbing, attempted murder or murder.
- Sexual abuse such as rape and non-consensual sex acts.
- Emotional or psychological abuse e.g. intimidation, isolation, verbal abuse, humiliation, degradation, not allowing friends or relatives to visit or phone.
- Destruction of belongings or threat of legal sanctions such as deportation or custody of children.
- Financial abuse, denial of rights or restriction of personal freedom such as withholding money or medical help.

You are not alone – we can help you get the support you need. To find out more about the range of services we provide please visit our **website**.





















Useful contacts























Useful contacts

Area Housing Offices

Upper Street

222 Upper Street, London, N1 1XR

Tel: 020 7527 5300

Email: Upperstreet.housing@islington.gov.uk

St John Street

245 St John Street, London, EC1V 4NB

Tel: 020 7527 6250

Email: Stjohn.housing@islington.gov.uk

Holland Walk

85-88 Holland Walk, London, N19 3XS

Tel: 020 7527 7480

Email: Holland.walk@islington.gov.uk

Reporting ASB

Online: ASB reporting form Out of Hours Tel: 020 7527 7272

Repairs and decorations

Gas Emergency Services

Tel: 0800 111 999

The free 24 hour Gas Emergency Services hotline.

Housing Direct

Tel: 0800 694 3344 Details needed

Repairs

Tel: 0800 694 3344

Email repairs@islington.gov.uk Visit the repairs page online

Handyperson scheme

Tel: 020 7527 5400 (press option 5)

Email: Repairs.handyperson@islington.gov.uk

Johnstone's

Unit 1-3 North Road,

Hanover Trading Estate, London, N7 9HD

Tel: 020 7607 2564

Open Mon-Fri: 7am-5pm and Sat: 8am-12pm

New carpet scheme

Please contact your Area Housing Office for details

Reuse and Recycling Centre

40 Hornsey Street, Islington, N7 8HU

Tel: 020 8884 5645

Bright Sparks Re-Use Centre

176 Seven Sisters Road, London, N7 7PX

Email: shop@brightsparksonline.com

Jobs, work and training

Adult and Community Learning (ACL)

Online: www.adultlearning.islington.gov.uk

iWork - finance and employment support

Tel: 020 7527 2706

Email: iwork@islington.gov.uk

Benefits advice

Income Maximisation

Tel: 020 7527 4990 or 0800 731 8081

Email: claimit@islington.gov.uk





















Conditions of tenancy





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A. About your tenancy agreement

By signing your tenancy agreement you are agreeing to be a tenant of Islington Council and to be bound by these conditions. You are entering into a legal contract.

This is an important legal document, which explains your legal rights and responsibilities as a council tenant and the grounds upon which your tenancy can be ended.

Please read the tenancy agreement and these conditions thoroughly and keep them in a safe place. If you do not follow these conditions you could lose the property. For more information, please contact your area housing office or check your tenants' handbook.

You have the right to live in the property and the council will not interfere unless you break any of these conditions;

The council can only evict you with a Court Order if there are grounds under the Housing Act 1985 or the Housing Act 1996 for repossessing your home. Some of the reasons that the council may repossess your home are attached to these tenancy conditions at Appendix 1.

Some of the information in this Agreement will only apply to introductory tenants.

A.1 About your introductory tenancy

There are two types of council tenancy:

- an introductory tenancy
- a secure tenancy
- **A.2** You will start your tenancy as an introductory tenant, unless you were previously a secure tenant.
- A.3 As an introductory tenant you have fewer legal rights than a secure tenant.
- A.4 Your introductory tenancy is a trial period. You must show us that you are responsible enough to keep your council home. You must:
 - not behave anti-socially, cause nuisance or harass other people; and
 - pay your rent on time; and
 - look after your home.

If you break any of the rules in this agreement we can evict you. As an introductory tenant you can be evicted much more quickly and more easily than a secure tenant. But if you show us that you can act responsibly, you will automatically become a secure tenant on the date written on the tenancy agreement.

When you become a secure tenant you get the full legal rights of a council tenant.

You do not have some of the rights in this agreement during your introductory tenancy. You will get these rights when you become a secure tenant. The rights that do not apply to you will be identified by a coloured box (see example in left margin).

Example

Introductory tenants **DO NOT** have this right. You get this right when you become a secure tenant. **A.5**

A.6

A.7

The following conditions apply to all tenants UNLESS identified by a coloured box.

1. Responsibilities, repairs and maintenance

1.1 The council is responsible for the following:

Keeping the structure and exterior of the property in repair, including:

- External walls, external doors, external window frames and sills;
- drains, gutters, external pipes;
- access paths and steps to individual properties;
- the roof and chimney (but not sweeping);
- the internal structure; and
- external decoration.

Keeping in repair and proper working order:

- installations for supplying water, gas, electricity and sanitation (but not services up to and including the gas and electric meters, which are the responsibility of your chosen service provider);
- installations for room and water heating fitted by the council; and
- lifts, rubbish chutes and shared lighting serving the building or estate, of which the property forms a part.

1.2 You are responsible for maintaining and repairing the inside of the property including:

- internal doors;
- internal glazing;
- internal fittings, including skirting boards, architrave' to doors and windows, bath panels, toilet seats, plugs and chains to sinks and baths, curtain rails and pelmets;
- internal decorations and finishes:
- repairs to doors and drawers of kitchen units;
- letter boxes;
- items you or your family or visitors have damaged;
- repairs to your own improvements;
- replacing tap washers and plumbing installed for washing machines, dishwashers and so on;
- replacing light bulbs and fluorescent tubes; and
- having to change locks or replace keys. You can get security fobs from the area housing office but you will have to pay for them. We make sure that the lost fob can no longer be used.
- 1.3 If you don't carry out repairs that are your responsibility and failure to do these repairs is affecting the condition of your or a nearby property, the council may choose to carry out these repairs. If this happens the council may charge you for the cost of these repairs.

1.4 Making good

If the council carries out repairs or improvements that involve damaging the decorations in or the property, it will make good the damage or offer a decorations allowance. This will only apply to the particular area of the property or part of the room that is affected.

1.4 Major works

If the council decides that major work is necessary and that it is not possible to do this while you are still living in the property, the council will give you written notice that you need to move. You may need to move temporarily or permanently.

1.5 If you refuse to accept an offer to move to temporary or alternative accommodation after a suitable offer of such has been made to you, your refusal will be deemed to be a breach of your tenancy agreement.

2. Consultation

2.1 Before varying this agreement, the council will consult you about any proposed change and consider your comments within a reasonable time. They will then let you know about the change. This does not apply to changes to your rent, rates, charges or other payments or services the council provides.

3. Rent

- 3.1 We have given you details of the rent and other charges (such as water rates) you need to pay. You must pay these weekly, for the week to come, on or before each Monday. If you want to change this, the area housing office must agree this.
- The council can change your rent and other charges by giving you four weeks written notice. The notice will give the date that the change will come into force. The council will give you only one week's notice of changes to charges for garage, car cage or parking spaces.
- 3.3 If you do not pay your rent and other charges you could lose your home. Please contact your area housing office for help or advice.
- **You must** also pay any rent charges or debts you owe for any previous homes where you held an Islington Council tenancy or license. The council will negotiate repayment arrangements with you.
- 3.5 The council may treat any money it owes you as payment towards rent, debts or other charges you owe.

4. Ending the tenancy

- **You must** end the tenancy by giving your area housing office four weeks' written notice. The tenancy will end on the Monday at, or immediately following, the end of the four weeks. In the case of joint tenants, if one gives notice, the notice will end the tenancy of them all with or without the permission of the other tenants.
- **You must** pay all rent and charges up to the date of the end of your tenancy.
- **You must** empty the property of all your belongings and make sure no-one remains living in the property. **You must** return all keys to the area housing office by 12 noon on the Monday after your tenancy ends. If you don't, you will have to pay the rent and other charges mentioned previously. You will also still have to follow the other conditions of your tenancy.
- 4.4 You should leave the property in a clean condition, take all your personal belongings and pets with you and remove all rubbish from the property (including any garden area attached to it). The council will assume you do not want anything you leave behind and will get rid of it.
- 4.5 The council will ask you to pay its costs in storing or getting rid of any belongings you leave behind.
- **You must** leave the property and the council's fixtures and fittings, clean and in as good a state of repair, as they were at the beginning of the tenancy. However you are not responsible for deterioration caused by fair wear and tear.
- 4.7 The council will ask you to pay its costs in repairing any damage to the property, caused by you not using the property in a responsible way.

5. Assignment, succession, sub-letting and lodgers

Introductory tenants **DO NOT** have this right. You get this right when you become a secure tenant.

- Assignment means transferring your tenancy to someone else. It is known as 'succession' when this takes place because the tenant has died. Assignment and succession can only take place under the limited circumstances allowed by the Housing Act 1985 and only then with the council's permission. Details can be obtained from your area housing office or your Tenants' Handbook.
- 5.2 Subletting means you granting a tenancy to someone else, or parting with possession of part of the property. You may not sublet or part with possession of the **whole** of the property.
- 5.3 You can take in lodgers and make a reasonable charge.
- You may not sublet, exchange the tenancy, or part with possession of part of the property unless you have the council's written permission, which we will not unreasonably withhold. When applying for permission to sublet, or if you intend to take in lodgers, **you must** tell the council:
 - a) the name, age and sex of the proposed sub tenants or lodgers;
 - b) details of any meals or other services you will provide; and
 - c) how much rent or lodgings you will charge.

If the council asks **you must** refer the rent to the Rent Assessment Committee (Rent Tribunal) within one month.

This **DOES NOT APPLY** to introductory tenants. This does not apply until you become a secure tenant.

6. Statutory overcrowding

You must not overcrowd the premises in contravention of sections 324-328 and 330-331 of the Act. **You must** advise the council of any additions to your household, for example, any children born since the start of the tenancy. If other persons join your household they are not automatically accepted as permanent household members or as part of your tenancy. For more information please contact your area housing office.

7. Living in the property

7.1 You must live in the property as your only or main home.

7.2 You must:

- tell the council if you are going to be away from the property for more than one month; and
- get the council's permission not to live in the property for longer than three months.

7.3 In either case you must tell the council in writing:

- the date you intend to leave;
- the date you intend to return;
- the arrangements you have made for paying the rent and for looking after the property; and
- the address and phone number where the council can contact you.

8. Looking after the property

8.1 You must:

- take care of the property, including the council's fixtures and fittings, and make sure that your visitors and other people using or living in the property do the same;
- keep your property, garden or balcony clean and tidy;
- not cause or allow any shared area or communal area of the estate to become untidy or unclean;
- keep the inside of the property reasonably well decorated;
- tell the council, as soon as possible about any problem that the council is responsible for repairing;
- repay the council the cost of any repair or replacement to the property or estate resulting from negligence, carelessness or misuse caused by you, a member of your household or a visitor to the property or estate.
- keep floors of the property, other than kitchens and bathrooms, covered with carpet or other similar floor covering.

8.3

Introductory tenants **DO NOT** have this right. You get this right when you become a secure tenant. **8.2 You must** not carry out, cause or allow:

- alterations, additions or improvements to the property, its fixtures or fittings or the services to the property;
- an aerial or satellite dish to be put up on the outside of the property;
- decoration of the outside of the property; or
- the installation of laminate or wooden or tiled or other similar flooring.
- the installation of security grilles and gates.

If you want to carry out this type of work, **you must** ask for the council's permission. We will not unreasonably withhold permission. **You must** also get any necessary approvals such as planning permission or building regulation approval.

Any agreed alterations to the property must be completed in a reasonable time and to a standard of workmanship and in accordance with other conditions contained in the council's written permission.

The council is not liable for any loss or damage of any alterations carried out by the tenant with or without the council's written permission.

Any electrical work carried out at the premises **must** comply with current Electrical Regulations and **must** be installed by a competent electrician.

If the council does give permission for a satellite dish or aerial to be installed, you will be expected to take this down at your own expense to allow us to carry out any necessary repairs or improvement work to the property. If you do not do this, we will take it down and we may recharge you for the cost of this.

The suitability of the flooring and whether enough has been done to reduce noise nuisance to other residents will be considered prior to permission being granted.

The safety implications and any damage to the structure or outside of the property likely to be caused during the fitting of security grilles or gates will be considered prior to permission being granted.

9. Use of the property

9.1 You must:

- use the shared areas, lifts and services in a reasonable way and make sure that people living in your property, and your visitors and guests, do the same.
- decorate the inside of your home and keep surfaces, walls, ceiling fixtures and fittings in a condition, which is reasonable.
- keep any private garden or other private area tidy and free from rubbish and overgrowth.
- make sure your home is clean so that it does not cause a nuisance to neighbours.

9.2 You must not:

- block, interfere or obstruct any fire exits in your property or areas you share with other households.
- remove or interfere with any fire door or security door in any way.
- smoke, or allow your visitors and guests to smoke, in any enclosed communal areas.
- use or cause or allow to be used any parts of the property or estate for non residential purposes (for example, to run a car repair business) without the council's written permission. This means that:
- a) you should use your living accommodation only for living in;
- b) you should use a garage only for parking your own private vehicle; and
- c) you should use a store only for storing your own personal belongings.

10. Disposal of rubbish

You must put household rubbish into the containers provided for this purpose. **You must not** dump rubbish on any area of the property or estate.

You must dispose of all large items of rubbish or household waste in a safe and appropriate way.

11. Access

- **You must** allow the council's officers, agents or utility services (for example gas service contractors carrying out safety inspections) to come into the property at all reasonable times (after showing you an official identification card):
 - to inspect the state of repair and condition of the property;
 - to carry out repairs, alterations and improvements to the property, or to the block or estate of which the property forms a part;
 - to carry out any safety checks, including servicing of gas appliances; and
 - for other management purposes. These include but are not limited to, carrying out tenancy audits, investigating allegations of illegal occupation, dealing with complaints including responding to complaints of anti-social behaviour, neighbour disputes
- 11.2 The council **must** check any gas appliances regularly to make sure they are safe. We may be prosecuted if we do not do this. You could put lives at risk if you do not let us into your home when we ask to come in.
 - You will get at least 24 hour's notice (except in an emergency, when **you must** give immediate access).
 - If the council have asked to come into your home and you do not let us in we may ask the courts to order you to let us in.
 - If there is an emergency, for example a gas or water leak or an electrical fault and the council need to get into your home immediately, we may need to force our way in without giving you notice.
 - If the council do have to force entry we will make sure your home is left secure but we may charge you for the costs of forcing our way into your home.
 - The council may carry out work as long as any disturbance caused is reasonable in the circumstances.
- **11.3** Where necessary, the council may:
 - temporarily cut off services;
 - temporarily stop all rights of access to the property; or
 - permanently divert rights of access (such as paths or water pipes) as long as it is
 no less beneficial to the property. The council will tell you first or consult you (or
 both) as appropriate.
- 11.4 You must allow neighbours and those working for them to come into the property at all reasonable times. They must give you at least 48 hours' written notice (except in an emergency), and must need to come in only to carry out reasonable inspections, repairs, alterations or improvements to their own property or services to their property, they must have the council's permission to do so and must put right any damage caused.

12. Anti-Social Behaviour and harassment

- 12.1 You are responsible for the behaviour of every person (including children) living in or visiting the property. This includes responsibility for their behaviour in the property, on surrounding land, in shared areas (stairs, lifts, landings, entrance halls, paving, shared gardens, play areas and parking areas), and in the area around the property.
- You, your friends and relatives, and any other person living in the property (including children), **must not**:
 - do anything which causes or is likely to cause a nuisance or disturbance to anyone in the local area;
 - do anything which interferes with the peace, comfort or convenience of other people in the local area;
 - harass anyone in the local area because of their race, nationality, sexuality, sex, religion or belief, disability, age or anything else;
 - harass or threaten to harass, or use or threaten to use violence, towards anyone in the local area;
 - use or threaten to use violence towards anyone living in your property;
 - harass or threaten to harass, or use or threaten to use violence, towards any employee or agent of the council;
 - cause any member of your household to leave your home because of domestic violence; or
 - use the property for any illegal or immoral purposes, including but not limited to:
 - a) selling, using, storing, manufacturing or growing illegal drugs;
 - b) storing or handling stolen goods;
 - c) keeping illegal or unlicensed guns or weapons within the property; and
 - d) prostitution.

12.3 Anti-social Behaviour includes but is not limited to:

- racist or homophobic behaviour, gestures and language;
- using or threatening to use violence;
- damaging and vandalising property;
- spraying or writing graffiti;
- loud music or making other loud noise;
- persistent arguing and slamming doors;
- noise or mess from pets;
- offensive drunkenness;
- · dumping rubbish;
- setting fires;
- riding motorbikes or mopeds on anywhere other than on the road;

- repairing cars on estate roads or parking areas;
- obstructing any shared areas, doorways and other entrances or exits;
- throwing items from balconies or windows; and
- feeding pigeons, squirrels or wild birds.

13. Pets

- 13.1 You, your friends, relatives, visitors and any other person living in the property, including children, **must not** do any of the following:
 - keep a dog at the property without first obtaining our written permission, which will not be unreasonably withheld, delayed or withdrawn;
 - keep any animal which is wild, dangerous or poisonous or livestock;
 - allow any animal you keep at the property to cause a nuisance to anyone in the local area, including our employees, agents or contractors;
 - cause a nuisance by breeding any animals or birds at the property;
 - allow animals to foul in the communal areas of the property or on footpaths or in play areas in the local area. **You must** remove and dispose of faeces hygienically;
 - deliberately feed pigeons, squirrels or other vermin either at the property or in communal areas;
 - allow your property to become a nuisance by failing to appropriately look after your pets.
- 13.2 If any animal living at or visiting your premises causes a nuisance we will ask you to remove it from the property.
- 13.3 If you live on an estate where dog byelaws are in force **you must** keep to the rules of the scheme.

14. Inflammable materials

- **You must** not have or use, or cause or allow anyone else to have or use:
 - any inflammable materials in the property, shed or garage except those reasonably needed for normal domestic use; or
 - gas cylinders or bottles in the property.

15. Parking

- **You must not**, without the council's written permission:
 - park a vehicle, trailer, caravan or similar object on any part of the estate;
 - keep a vehicle, trailer, caravan or similar object in or on any land or property that the council owns: or
 - allow any member of your household, subtenants or visitors to do so.
- 15.2 If the council gives you permission to use a numbered parking space on any estate or a council garage, **you must** enter into a separate agreement with the council. This agreement will set out detailed conditions on using a parking space or garage and tell you how much rent **you must** pay.
- **You must not** sell, rent or give away any parking space we provide.
- 15.4 The council may remove without notice any vehicle, trailer, caravan or similar object parked on the estate which it considers:
 - is causing, or may cause, an obstruction to emergency vehicles;
 - is a risk to the safety of any person living in, working on or visiting the estate or his or her property; or
 - is left unattended despite advertised parking restrictions.
- 15.5 The council may charge for the cost of removing any vehicle and will not be responsible for any loss or damage, no matter how it is caused.
- **You must not** park any unlicensed vehicle or heavy trade or large commercial vehicle on any part of the housing estate, nor cause or allow one to be parked there.
- **You must not** keep motorbikes or similar vehicles inside the property or in the shared areas.

16. Rights of way

You must not cause or allow an obstruction to any rights of way, roads, footpaths or other access routes, either across the property, in shared areas or on the estate.

17. Service of notices

- 17.1 As well as any other methods allowed by law, any notice (but not limited to, a notice to quit, notice seeking possession or notice of proceedings for possession of introductory tenancy) the council has to send you in connection with the tenancy or the property will be sent properly if addressed to you and left at the property, or your last known address.
- 17.2 If you have to give the council written notice under this agreement, **you must** send it, or deliver it by hand, to the local area housing office shown on your rent statement or to the council's managing agent at its main office.

18. Notice of disrepair

18.1 Where there is outstanding disrepair at the property for which the landlord is responsible, **you must** give the landlord notice of the disrepair as soon as possible by reporting the disrepair to the council or Partners for Improvement in Islington where applicable.

Appendix 1

Reasons for which the council may apply to repossess your home

- 1. You have failed to pay the rent.
- 2. You have broken the tenancy conditions.
- 3. You or another person living in the property has caused anti-social behaviour, harassment nuisance or annoyance to neighbours.
- 4. You or another person living in the property has been convicted of using the property for immoral or illegal purposes or of a criminal offence in the property or its locality.
- 5. A married couple, civil partners or a couple living together as spouses or civil partners lived in the property, and one partner has left because of violence or threats of violence by the other partner towards that partner or members of that partner's family who lived at that property.
- 6. The condition of the property or shared areas has deteriorated due to something you or another person living in the property has done or failed to do.
- 7. You or a person acting at your request persuaded the council to give you the tenancy by deliberately providing false information.
- 8. The tenancy was assigned to you by way of exchange and you received a financial payment in connection with the assignment.
- The council gave you the tenancy temporarily while work was carried out to your usual accommodation and that accommodation is now ready for you to move back.
- 10. The property is overcrowded within the rules outlined in Part X of the Housing Act 1985.

- 11. The council intends to demolish, rebuild or carry out work on the property or the building in which the property is situated and cannot reasonably do so without asking you to move out.
- 12. The property or part of the property is an area, to which an approved redevelopment scheme applies, and the council intends to dispose of the property or part of the property.
- 13. The property is specifically adapted for a physically disabled person, and a physically disabled person no longer lives in the property, and the council wants to re-let it to someone who is physically disabled.
- 14. The property is part of a group of houses which are let to people with special needs because there are special facilities to assist them available in close proximity, and the accommodation is required for someone who has those special needs.
- 15. You succeeded to the tenancy as a member of the family (other than the married or civil partner) of the tenant who died and the property is larger than you reasonably need.
- The property is a building held mainly for purposes other than housing and is required for the occupation of someone who is employed by the landlord.
- 17. Any furniture provided by the landlord for use by the tenant or for use in communal areas has been damaged by you or another person living in the property.

Effective – 1 April 2013

Do you need this information in another language or reading format such as Braille, large print, audioor Easy Read? Please contact 020 7527 2000.

Portuguese

Se pretender esta informação na sua língua por favor contacte 020 7527 2000.

Bengali

যদি আপনি এই তথ্য গুলো আপনার নিজ ভাষায় ে পতে চান, তাহলে দয়া করে 020 7527 2000 নম্বরে েযাগাযোগ কক ন।

Somali

Haddii aad jeclaan lahayd macluumaadkan oo ku qoran luqadaada fadlan la xidhiidh 020 7527 2000.

☑ Service Improvement

Housing Needs and Strategy 222 Upper Street, Islington, N1 1XR

@ service.development@islington.gov.uk

www.islington.gov.uk

Turkish

Buradaki bilgilerin Türkçesini istiyorsanız, lütfen 020 7527 2000 numaraya telefon edin.

Greek

Εάν θέλετε αυτές τις πληροφορίες στη δική σας γλώσσα παρακαλώ τηλεφωνήστε στο 020 7527 2000·

Spanish

Si desea esta información en su idioma, llame al 020 7527 2000.



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